

Enterprise Incident Report April 2012

As of 5/1/2012

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Labor Commission	Application Services	Martin Gonzalez	1	0	1
			1	0	1
		Paul Lundell	1	0	1
			1	0	1
		Tony Larsen	1	0	1
			0	0	0
		Assigned to Individual Total	3	0	3
			2	0	2
	Capitol Hosting	Danny Black	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Help Desk	Julie VanBeekum	13	0	13
			13	0	13
		Assigned to Individual Total	13	0	13
			13	0	13
	Metro A Desktop Support	Nancy Hachmeister	23	1	24
			3	1	4
		Rodney Austin	10	0	10
			1	0	1
		Assigned to Individual Total	33	1	34
			4	1	5

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			Low	Medium	FCR Total
Labor Commission	Metro A Help Desk	Cindy Schroeder	4	0	4
			3	0	3
		Ed Conrad	6	0	6
			6	0	6
		Liz Evans	5	0	5
			3	0	3
		Assigned to Individual Total	15	0	15
			12	0	12
	Network Operations	J. L. Flack	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Order Desk	Anna Sandoval	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Strategic Communications	Luis Larios	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Voice Operations	Romanza Hamblin Sorensen	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Voice/Data/WAN Services	Mike Johnson	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0

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Labor Commission

		Low	Medium	FCR Total
Labor Commission	Assigned Group Total	70	1	71
		32	1	33
Customer Company Total		70	1	71
		32	1	33

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Labor Commission	Application Services	Martin Gonzalez	1 0	0 0	1 0
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Capitol Hosting	Danny Black	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	13 0	0 0	13 0
		Assigned to Individual Total	13 0	0 0	13 0
	Metro A Desktop Support	Nancy Hachmeister	23 2	1 0	24 2
		Rodney Austin	10 0	0 0	10 0
		Assigned to Individual Total	33 2	1 0	34 2

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Labor Commission

			Low	Medium	MIR Total
Labor Commission	Metro A Help Desk	Cindy Schroeder	4 0	0 0	4 0
		Ed Conrad	6 0	0 0	6 0
		Liz Evans	5 0	0 0	5 0
		Assigned to Individual Total	15 0	0 0	15 0
	Network Operations	J. L. Flack	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Order Desk	Anna Sandoval	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Strategic Communications	Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0

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Labor Commission

		Low	Medium	MIR Total
Labor Commission	Assigned Group Total	70 4	1 0	71 4
Customer Company Total		70 4	1 0	71 4

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Labor Commission	Application Services	Martin Gonzalez	1 0.00	0 0.00	1 0.00
		Paul Lundell	1 0.54	0 0.00	1 0.54
		Tony Larsen	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	3 0.24	0 0.00	3 0.24
	Capitol Hosting	Danny Black	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	1 0.46	0 0.00	1 0.46
	Help Desk	Julie VanBeekum	13 0.03	0 0.00	13 0.03
		Assigned to Individual Total	13 0.03	0 0.00	13 0.03
	Metro A Desktop Support	Nancy Hachmeister	23 0.23	1 0.00	24 0.22
		Rodney Austin	10 0.10	0 0.00	10 0.10
		Assigned to Individual Total	33 0.19	1 0.00	34 0.18

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Labor Commission

			Low	Medium	ATTIR Total
Labor Commission	Metro A Help Desk	Cindy Schroeder	4 0.01	0 0.00	4 0.01
		Ed Conrad	6 0.00	0 0.00	6 0.00
		Liz Evans	5 0.03	0 0.00	5 0.03
		Assigned to Individual Total	15 0.01	0 0.00	15 0.01
	Network Operations	J. L. Flack	1 1.39	0 0.00	1 1.39
		Assigned to Individual Total	1 1.39	0 0.00	1 1.39
	Order Desk	Anna Sandoval	1 1.66	0 0.00	1 1.66
		Assigned to Individual Total	1 1.66	0 0.00	1 1.66
	Strategic Communications	Luis Larios	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	1 0.95	0 0.00	1 0.95
	Voice Operations	Romanza Hamblin Sorensen	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	1 0.03	0 0.00	1 0.03
	Voice/Data/WAN Services	Mike Johnson	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	1 0.46	0 0.00	1 0.46

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Labor Commission

		Low	Medium	ATTIR Total
Labor Commission	Assigned Group Total	70 0.18	1 0.00	71 0.17
Customer Company Total		70 0.18	1 0.00	71 0.17

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Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Labor Commission	Application Services	Martin Gonzalez	1	0	1
			1	0	1
		Paul Lundell	1	0	1
			1	0	1
		Tony Larsen	1	0	1
			0	0	0
		Assigned to Individual Total	3	0	3
			2	0	2
	Capitol Hosting	Danny Black	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Help Desk	Julie VanBeekum	13	0	13
			0	0	0
		Assigned to Individual Total	13	0	13
			0	0	0
	Metro A Desktop Support	Nancy Hachmeister	23	1	24
			0	0	0
		Rodney Austin	10	0	10
			0	0	0
		Assigned to Individual Total	33	1	34
			0	0	0

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Labor Commission

			Low	Medium	MR Total
Labor Commission	Metro A Help Desk	Cindy Schroeder	4 0	0 0	4 0
		Ed Conrad	6 0	0 0	6 0
		Liz Evans	5 0	0 0	5 0
		Assigned to Individual Total	15 0	0 0	15 0
	Network Operations	J. L. Flack	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Order Desk	Anna Sandoval	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Luis Larios	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Romanza Hamblin Sorensen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0

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Labor Commission

		Low	Medium	MR Total
Labor Commission	Assigned Group Total	70 3	1 0	71 3
Customer Company Total		70 3	1 0	71 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Labor Commission	Application Services	Martin Gonzalez	1 6.73	0 0.00	1 6.73
		Paul Lundell	1 22.40	0 0.00	1 22.40
		Tony Larsen	1 2.61	0 0.00	1 2.61
		Assigned to Individual Total	3 10.58	0 0.00	3 10.58
	Capitol Hosting	Danny Black	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	1 0.46	0 0.00	1 0.46
	Help Desk	Julie VanBeekum	13 0.04	0 0.00	13 0.04
		Assigned to Individual Total	13 0.04	0 0.00	13 0.04
	Metro A Desktop Support	Nancy Hachmeister	23 0.39	1 0.00	24 0.37
		Rodney Austin	10 1.00	0 0.00	10 1.00
		Assigned to Individual Total	33 0.57	1 0.00	34 0.56

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			Low	Medium	ATTR Total
Labor Commission	Metro A Help Desk	Cindy Schroeder	4 0.12	0 0.00	4 0.12
		Ed Conrad	6 0.05	0 0.00	6 0.05
		Liz Evans	5 0.06	0 0.00	5 0.06
		Assigned to Individual Total	15 0.07	0 0.00	15 0.07
	Network Operations	J. L. Flack	1 1.90	0 0.00	1 1.90
		Assigned to Individual Total	1 1.90	0 0.00	1 1.90
	Order Desk	Anna Sandoval	1 1.66	0 0.00	1 1.66
		Assigned to Individual Total	1 1.66	0 0.00	1 1.66
	Strategic Communications	Luis Larios	1 52.42	0 0.00	1 52.42
		Assigned to Individual Total	1 52.42	0 0.00	1 52.42
	Voice Operations	Romanza Hamblin Sorensen	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	1 0.43	0 0.00	1 0.43
	Voice/Data/WAN Services	Mike Johnson	1 1.04	0 0.00	1 1.04
		Assigned to Individual Total	1 1.04	0 0.00	1 1.04

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Labor Commission

		Low	Medium	ATTR Total
Labor Commission	Assigned Group Total	70 1.57	1 0.00	71 1.55
Customer Company Total		70 1.57	1 0.00	71 1.55

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Detail

INC000000410177	Kenney Christensen	None	None	None		TIR Missed: Yes	1.39
	Network Operations	J. L. Flack	Labor Commission	Low	Resolved	TTR Missed: No	1.90
INC000000484292	Louis Silva	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	2.57
INC000000486935	Rosalee Oakeson	Application	None	Novell GroupWise		TIR Missed: No	0.16
	Application Services	Tony Larsen	Labor Commission	Low	Closed	TTR Missed: No	2.61
INC000000488910	James E Johnston	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.01
INC000000488976	Carol Welborn	Network	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000489369	Elena Bensor	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.55
INC000000489428	Louis Silva	Application	None	Gmail		TIR Missed: No	0.54
	Application Services	Paul Lundell	Labor Commission	Low	Closed	TTR Missed: Yes	22.40
INC000000489593	David Lamb	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000489796	Alicia Zavala-Lopez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000490085	Kate McNeill	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.02
INC000000490163	Bobie Tupou	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000490450	Izzy Luna	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.26
INC000000490920	Tiffany Simpson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.10
INC000000491738	Juan Gutierrez-lopez	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.17
INC000000491753	Louis Silva	Application	None	None		TIR Missed: No	0.65
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.91
INC000000491910	Jose Blanco	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.25

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INC000000492410	Carol Welborn	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.15
INC000000492467	Elena Bensor	Application	Error	State Payroll System	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Closed	TTR Missed: No	0.42
INC000000492605	Kenney Christensen	PC/Laptop	Hardware	None	TIR Missed: No	0.43
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.45
INC000000492799	Dawn Cornell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000492923	David Lamb	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000493063	Ami Windham	None	None	None	TIR Missed: No	0.46
	Capitol Hosting	Danny Black	Labor Commission	Low Closed	TTR Missed: No	0.46
INC000000493111	David Lamb	Application	None	None	TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.28
INC000000493291	Eldon Tryon	None	None	None	TIR Missed: No	0.14
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low Closed	TTR Missed: No	0.63
INC000000493340	Louis Silva	None	None	None	TIR Missed: No	0.06
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.06
INC000000493767	Jo Ann Lowther	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000493858	Lorrie Lima	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.00
INC000000493975	Shaheen Safiullah	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Labor Commission	Low Closed	TTR Missed: No	0.14
INC000000493984	Eldon Tryon	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	2.00
INC000000494727	Kate McNeill	Wireless Connectivity	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low Closed	TTR Missed: No	0.81
INC000000494919	Tonya Gallegos	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Resolved	TTR Missed: No	0.15
INC000000495007	Ami Windham	EIS Hardware	None	None	TIR Missed: No	0.95
	Strategic Communications	Luis Larios	Labor Commission	Low Resolved	TTR Missed: Yes	52.42
INC000000495072	Elena Bensor	Network	Performance	Gmail	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low Closed	TTR Missed: No	3.09

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INC000000495386	Ami Windham	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: Yes	6.73
INC000000496050	David Lamb	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Medium	Closed	TTR Missed: No	0.00
INC000000496052	Deedee Brunatti	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000496270	Louis Silva	PC/Laptop	Hardware	None		TIR Missed: No	0.18
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.18
INC000000496331	Deedee Brunatti	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.46
	Voice/Data/WAN Services	Mike Johnson	Labor Commission	Low	Closed	TTR Missed: No	1.04
INC000000497193	Deedee Brunatti	Telecom	Hardware	Telephone		TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.43
INC000000497505	Brian Stewart	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000497623	Michael Allison	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.22
INC000000499207	Bobbi Smith	Network	Performance	Novell eDirectory		TIR Missed: No	0.18
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.42
INC000000499799	Lois Gutierrez	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000499949	Kate McNeill	None	None	None		TIR Missed: No	0.04
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.04
INC000000500162	Ami Windham	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000500199	Alan L Hennebold	Application	None	Microsoft Word		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.44
INC000000500505	Carol Welborn	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000500552	Tonya Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000500671	Kate McNeill	Network	None	Novell eDirectory		TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.22
INC000000501104	Alicia Zavala-Lopez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00

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INC000000501836	Donald Walker	Network	Password	None		TIR Missed: No	0.27
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.27	
INC000000501842	Blaine Holdaway	Application	None	Novell GroupWise		TIR Missed: No	0.19
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.20	
INC000000502434	Louis Silva	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.69
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.70	
INC000000502502	Gina Spjut	None	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.06	
INC000000502529	Shaheen Safiullah	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	1.52	
INC000000502727	Donald Walker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.03	
INC000000502959	Deidre Marlowe	None	None	None		TIR Missed: No	0.11
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.12	
INC000000503014	Terri DeVries	Network	Password	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00	
INC000000503227	Karla Rush	Telecom	Voice Mail	Telephone		TIR Missed: Yes	1.66
Order Desk	Anna Sandoval	Labor Commission	Low	Resolved	TTR Missed: No	1.66	
INC000000503359	Tiffany Simpson	None	None	None		TIR Missed: Yes	1.07
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	1.07	
INC000000504214	Rosalee Oakeson	Application	None	None		TIR Missed: No	0.15
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.18	
INC000000504313	Nicole Nguyen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.14	
INC000000504680	Joy Lawrence	Application	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.00	
INC000000504744	Mark Leblanc	Network	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00	
INC000000504771	Nicole Nguyen	Network	Password	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00	
INC000000504779	Dennis Crenshaw	Network	Password	None		TIR Missed: No	0.14
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.23	
INC000000505133	Louis Silva	Application	Error	Adobe Acrobat		TIR Missed: Yes	1.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	1.15	

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Labor Commission

INC000000505261	Felix Desiena	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Resolved	TTR Missed: No	0.00
INC000000505561	David Lamb	Application	None	Microsoft Word	TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Resolved	TTR Missed: No	0.17
INC000000506335	Alan L Hennebold	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Resolved	TTR Missed: No	0.00
INC000000506681	Donald Walker	Application	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Resolved	TTR Missed: No	0.00